



Ross C. Marsh
Director - Carrier Account Management

received
2-3-98

Local Telecommunications
2350 Shawnee Mission Parkway
Westwood, KS 66205
Phone: 913-241-1200
Fax: 913-241-1325
ross.marsh@carrier-svc.sprint.com

January 28, 1998

Robbie L. Rutstein, Director
Mass Markets
Order Processing
707 17th Street, Suite 4200
Denver, Colorado 80202

Dear Robbie:

I received your letter dated January 21, 1998 requesting Sprint support the processes to permit MCI to un-pic its former customers.

Our internal policy, CARE operations, and account management teams are reviewing your request to determine if this is something we can assist MCI with. To help us in the evaluation process, we need some additional information from MCI. I would like to request a delay of our final response on your request in order to give your team the opportunity to provide us following information.

- Would MCI expect a 2204 TCSI confirmation of work completed?
- Are there other possible TCSI responses you would envision as part of this new process?
- Does MCI expect Sprint LTD to set the end user to a "No-PIC" status? In other words, restrict the end user the ability to only make casual calls until they choose another carrier (10XXX or 101XXXX long distance calling only)?
- Can you offer some additional examples of how MCI would use this process in addition to the financial reasons and PICC issues noted in your request?
- Is it MCI's intent to contact the end user to notify them of MCI's decision to un-pic them?
- Can you provide us with a forecast of estimated un-PIC requests MCI expects to process?

I would appreciate your assistance in this matter. Upon receipt of this information, we will promptly respond to your request. Please let me know if you have any additional questions.

Sincerely,

Ross C. Marsh
Director
Carrier Account Management

cc: [unclear]

David K. Vaughn
Executive Director

SBC Telecommunications, Inc.
311 S. Akard Street
Four Bell Plaza, Room 680
Dallas, Texas 75202-5598
Phone 214 464-1717
Fax 214 858-0281



January 29, 1998



Ms. Robbie L. Rutstein
Director
MCI Telecommunications Corporation
707 17th Street, Suite 4200
Denver, Colorado 80202

Dear Robbie:

Thank you for your letters dated January 21, 1998, to Kathy Flynn-Miles and myself, which request Southwestern Bell (SWB) and Pacific Bell (PB) to permit MCI to un-PIC its customers via the TCSI 0205. This letter responds to both of those requests.

While we can appreciate MCI's desire to use the 0205 TCSI, we believe that support of this code would negatively impact the end user. In addition, it has the potential to place SWB and PB in the middle of an issue that is appropriately handled between the end user and their carrier of choice. For example, if MCI un-PICs a customer and the customer is unaware of this change and subsequently calls the SWB or PB repair bureau, we would be unfairly placed in the middle of this situation. Similarly, if the end user is classified as a no-PIC account, SWB or PB will be required to bill the PICC charge to the end user and attempt to explain the application of these charges, as well as why MCI un-PIC'd them.

The scenarios discussed above are detrimental to the end user and will most likely result in an unpleasant call to SWB or PB to resolve an issue that is outside of our control. We certainly support providing good customer service to our mutual end users and will continue working with MCI to improve that service. We do not believe that supporting TCSI 0205 accomplishes that goal. I am available to discuss this issue further at your convenience.

Sincerely,

David K. Vaughn
David K. Vaughn

Attachments

CC: David Kerr (SWB)
William Schindler (SWB)
Karen Moore (SWB)
Rosario Verlanic (SWB)

cc mail

frontier

Frontier Corporation

120 South Clinton Avenue
Rochester, NY 14642

Received
2-3-98

January 28, 1998

Robbie L. Rutstein
Director Mass Markets Order Processing
MCI Telecommunications Corporation
707 17th Street
Suite 4200
Denver, CO 80202

Dear Robbie:

This letter is in response to correspondence Frontier Telephone of Rochester received from MCI dated January 21, 1998. While your letter was directed to Lori Sofianek, my role within Frontier is to manage the LEC Carrier Customer Support organization. The request to un-pic former MCI customers would fall within my area.

Currently, Frontier has CARE processing in place that addresses "un-picing" in the following way. In cases where an MCI customer contacts Frontier Telephone directly to advise of a change in long distance carrier, Frontier notifies MCI with a 22 XX TCSI code. The other scenario would be where a long distance carrier contacts Frontier. The carrier advises Frontier of an MCI customer they are taking over and Frontier Telephone again notifies MCI with a 22 XX TCSI code. In no instance does the "old" carrier change the pic; that is done by the customer or by the "new" carrier.

Frontier Telephone would not be comfortable with a process that allows a carrier to "un-pic" a customer without affirmative selection by the customer of a new carrier or an affirmative choice by the customer to have no presubscribed carrier. If a customer wishes to have no presubscribed carrier, we would expect to hear directly from the customer.

Should you require any further details on our CARE processes and support, I would be happy to provide assistance.

Sincerely,



Pamela Huber-Hauck
Manager
LEC Carrier Customer Support

12 00000000



received

1-30-98

Southern New England Telephone
530 Preston Avenue
Meriden, Connecticut 06450
Phone (203) 634-6360
Facsimile (203) 634-9331

January 29, 1998

Carol N. Ostrander
Director-Sales and Operations
Network Marketing and Sales

Ms. Robbie Rutstein
Director- Mass Markets
Order Processing
MCI Telecommunications
707 17th Street, Suite 4200
Denver, CO 80202

Dear Robbie:

This is a response to your correspondence dated January 21, 1998 referencing settlement charges for Presubscribed Carrier Charges (PICCs) associated with the FCC's new Access Reform rate structure which took effect on January 1, 1998.

SNET does not currently support an 'un-PIC' option, CARE process code 02, which results in removal of an end user PIC from the switch, thereby leaving that end user with no carrier PIC. We have concerns regarding a mechanism which could result in a low volume toll customer being disconnected by a long distance provider without their express authorization (a reverse slam), especially since the charges for this activity would potentially be billed to the end user. We are also aware that the FCC is reviewing this issue, and feel that it would be best addressed in that forum.

Thanks for your patience in awaiting SNET's response.

Sincerely,

Carol Ostrander

TO
cc Carol C.

U S WEST Communications
1801 California Street Room 2130
Denver, CO 80202
Phone 303 896-2866
FAX 303 896-5335
Pager 800 724-3624 Pin # 9309064

Jasmin T. Espy
Director
MCI Account Team
Carrier Market

received
1 - 29 - 98

USWEST

January 28, 1998

Robbie Rutstein
Director, Mass Markets/Order Processing
MCI Telecommunications
707 17th Street, Suite 4200
Denver, CO 80202

Dear Robbie:

This letter is in response to your January 21, 1998 letter regarding "un-PICing" end-users. U S WEST's policy does not allow Interexchange Carriers to submit "un-PIC's" at this time. Based on MCI's request, USWC will review the current policy and impacts to the customer service operations and end-users. We are expecting an answer regarding your request in early 1998.

In addition, U S WEST's Regional Subscription System (RSS) does not process 02 CARE Records. Our understanding of the 02 CARE Record is that the PIC would be completely removed from the line. Therefore, if U S WEST agrees to process 02 CARE Records, the PIC will be removed entirely from the line.

We understand the need for this request and will work with the appropriate internal USWC organizations to obtain answers to your questions. Once the project/policy details are worked out, we will proceed with an implementation in the next available release. It has also been brought to my attention that at this time, USWC is anticipating charging a recurring charge for processing of the 02 Record. Linda Miles and Diane Jensen will continue to monitor the decision making process regarding the un-PIC process. Please feel free to call Linda on 402-422-7321 or Diane Jensen on 303-896-2834.

Sincerely,

Jasmin Espy

cc: Diane Jensen, Linda Miles

cc: Carol S.

CERTIFICATE OF SERVICE

I, John E. Ferguson III, do hereby certify that copies of the foregoing Emergency Petition for Prescription of MCI in the Matter of Tariffs Implementing Access Charge Reform were sent, on this 24th day of February, 1998, via first-class mail, postage pre-paid, to the following:

Chairman William Kennard**
Federal Communications Commission
1919 M Street, N.W.
Room 814
Washington, DC 20554

Comm. Harold Furchtgott-Roth**
Federal Communications Commission
1919 M Street, N.W.
Room 802
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Commissioner Michael Powell**
Federal Communications Commission
1919 M Street, N.W.
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Commissioner Gloria Tristani**
Federal Communications Commission
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Commissioner Susan P. Ness**
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Richard Metzger**
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****HAND DELIVERED****


John E. Ferguson III